

Adjustment Letter for Damaged Goods Shipping Error

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely thank you for your recent order with [Your Company Name]. We value your business and strive to provide the highest quality of products and services to all our customers.

We have received your notification regarding the damage to the goods delivered under order number [Order Number], and we deeply regret the inconvenience this has caused you. Please accept our sincerest apologies for this shipping error.

Upon reviewing your case, we have initiated the following corrective actions to resolve the issue promptly:

- A replacement order for the damaged items will be shipped to your address at no additional cost, expected to arrive within [number of days] days.
- If you prefer, a full refund for the damaged products will be processed to your original payment method. Kindly confirm your preferred resolution.
- In addition, you may keep or dispose of the damaged goods at your convenience-no return is necessary, unless otherwise required.

Please be assured that we are reviewing our shipping and handling procedures to prevent such occurrences in the future. Your feedback is valuable, and we are committed to ensuring your satisfaction.

If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Details].

Thank you for bringing this matter to our attention and for giving us the opportunity to make it right.

Yours sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]